

Naveen Sharma

Nsharma41422@gmail.com | [LinkedInwww.linkedin.com/in/naveensharma09](https://www.linkedin.com/in/naveensharma09) | +1 (604)-780-6499

PROFESSIONAL SUMMARY

- Results-driven data analytics professional with a solid foundation in team leadership and operational management.
- Hands-on experience in data analysis, leveraging analytical tools to extract actionable insights for strategic decision-making.
- Proficient in developing training programs and conducting sessions to enhance team performance and ensure adherence to company standards.
- Experienced in creating comprehensive reports and data visualizations that effectively communicate findings to stakeholders.
- Proven record in managing cross-functional teams and fostering a customer-centric environment, resulting in increased satisfaction and engagement.
- Committed to continuous improvement and leveraging data-driven solutions in demanding environments.

AREAOF EXCELLENCE

Team Leadership
Data Analysis
Project Management

Statistical Analysis
Technological Proficiency
Problem-Solving

Team Collaboration
Analytical Thinking
Communication and

EXPERIENCE

Krispy Kreme
Team Lead

Mar' 22 – Present

- Led a team of Guest Service Representatives (GSRs), providing guidance, support, and direction to ensure efficient and high-quality service.
- Managed daily operations, including opening and closing procedures, inventory control, and cash handling, ensuring compliance with company policies and procedures.
- Fostered a customer-centric environment by training staff on best practices for customer service, resulting in a measurable increase in customer satisfaction.
- Conducted training sessions for new hires and ongoing development for existing staff, ensuring all team members were well-versed in company standards and safety regulations.
- Performed regular performance reviews and provided constructive feedback to team members, fostering a culture of continuous improvement.

Kwantlen Polytechnic University
Event Coordinator (volunteer)

Aug' 22 – Dec' 23

- Planned and executed various university events, including workshops and community outreach programs, enhancing student engagement and participation.

- Collaborated with faculty and student organizations to develop event themes, schedules, and marketing strategies, resulting in a significant increase in event attendance.
- Coordinated operations for events, including venue selection, catering, and audiovisual setup, ensuring seamless execution and positive attendee experiences.
- Managed event budgets and resources effectively, tracking expenses and ensuring alignment with financial goals.
- Trained and supervised a team of volunteers, fostering a collaborative environment and ensuring effective event support and execution.

Cloud Counselage

Jul' 24 – Present

Data Analytics Intern- Remote

- Analyzed and interpreted complex datasets to identify trends, patterns, and insights, contributing to data-driven decision-making processes.
- Designed and implemented data visualization dashboards using tools like Tableau and Power BI, enhancing stakeholder understanding of key metrics.
- Created comprehensive analytical reports that summarized findings and provided actionable recommendations for improving product offerings and user experience.
- Developed and maintained project documentation to ensure clarity and transparency, facilitating smoother handoffs and knowledge sharing among team members.

MedTourEasy

Jul' 24 – Aug' 24

Data Analytics Trainee

- Conducted data cleaning and preprocessing to ensure accuracy and reliability of datasets, enhancing the quality of analyses performed.
- Collaborated with team members to create detailed reports summarizing analytical findings and recommendations, contributing to ongoing projects and initiatives.
- Designed and maintained interactive dashboards to visualize key performance indicators (KPIs), enabling real-time monitoring of metrics under study.
- Conducted an in-depth analysis of chemical composition data, successfully completing a project that identified key relationships between elemental properties and their applications in medical technologies.

EDUCATION

Baccalaureate Diploma in Computer Information systems, K.P.U

Dec' 2023